



Office of Chief Information Officer  
Client Technology Services  
Identity Access Branch



**eAuthentication**

**Customer Registration Guide**

**External Account**

January 2017

# About Customer Registration

This document details how USDA customers can obtain a USDA eAuthentication account that allows access to USDA web applications and services protected by eAuthentication.

Customers may obtain an account with Level 1 or Level 2 access. These accounts are obtained through an electronic self-registration process.

**Note:** If you are a USDA worker interested in registering for an eAuthentication account, please review the *Internal User Registration Job Aid*.

- What Level of Access Do I Need?
- Create an Account
  - Customer **Level 1 Access** Self-Registration Process
  - Customer **Level 2 Access** Self-Registration Process

# What Level Do I Need?

Before you can create an account, you need to determine what level of access is right for your needs:

- **Level 1**

- Visit a USDA web page that indicates a Level 1 account is necessary
- Obtain general information about the USDA or its agencies
- Participate in public surveys for a USDA agency

- **Level 2**

- Submit official business transactions via the Internet
- Enter into a contract with the USDA
- Submit forms or applications for the USDA via the Internet

# Create an Account

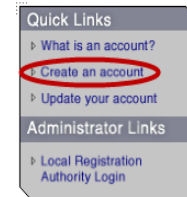
1. Go to the self-registration page  
<https://identitymanager.eems.usda.gov/registration/index.aspx>  
OR
2. <https://www.eauth.usda.gov> (and select "Create an account" on the left side.)

2. Choose the level of access you need

Note:

*For Level 1 steps, go to next slide.*

*For level 2 steps, skip to slide 11.*



You are here: [eAuthentication](#) > Account Creation

## Create an Account - Getting Started

### USDA Federal Employees, Contractors, & Affiliates

If you are a USDA Federal Employee, Contractor, or Affiliate of the USDA, you must register for a USDA Internal Account.

[Register for an Internal Account](#)

### USDA Customers - What Level of Access Do You Need?

#### Request Level 1 Access to:

- Visit a USDA web page that indicates a Level 1 account is necessary
- Obtain general information about the USDA or its agencies
- Participate in public surveys for a USDA agency

[Register for a Level 1 Account](#)

#### Request Level 2 Access to:

- Submit official business transactions via the Internet
- Enter into a contract with the USDA
- Submit forms or applications for the USDA via the Internet

[Register for a Level 2 Account](#)

### Changing from Level 1 Access to Level 2 Access

If you already have a Level 1 account and require Level 2 access:

1. Log into your profile
2. Fill in and submit the required information
3. Verify your Identity remotely by following the instructions on the "Level 2 Account Upgrade Request Confirmation" email, or visit a Local Registration Authority (LRA)

[Log into Your Profile](#)

# Level 1: Self-Registration Process

To obtain a Level 1 USDA eAuthentication account, all customers must go to:  
<https://identitymanagereems.usda.gov/registration/selfRegistrationForm.aspx?level=1>

The four steps to self-register are:

- STEP 1: Account Registration
- STEP 2: Account Verification
- STEP 3: Confirmation Email
- STEP 4: Account Activation

# Level 1: Step 1- Account Registration

- You are required to fill out all of the fields marked in red with an asterisk \*
- The first set of fields require your first name, last name, valid email address and password (with confirmation)
- For questions about each set of fields, you can click on the ? box to the right of the fields

You are here: [eAuthentication](#) > [Account Creation](#) > Account Request Form

## Register for Your Account - Level 1

Form Approved OMB No. 0503-0014

### Step 1 of 4 - Level 1 Access Account Registration

USDA customers should complete the information below to create a USDA eAuthentication account. Please read the eAuthentication [Privacy Act Statement](#) and [Public Burden Statement](#) for more information on how your personal information will be protected.

All required fields are red and marked by an asterisk (i.e. \*). Enter your first and last name exactly as it appears on your Government issued photo ID (e.g. state driver's license).

Note: The characters < > ^ : | are not allowed on this form (the character : is allowed for password only).

User Information		?
	Required Field*	
First Name*	<input type="text"/>	
Middle Initial	<input type="text"/>	
Last Name*	<input type="text"/>	
Contact Information		?
Email*	<input type="text"/>	
Confirm Email*	<input type="text"/>	
Login Information		?
User ID*	<input type="text"/>	
Password*	<input type="text"/>	
Confirm Password*	<input type="text"/>	

# Level 1: Step 1 (continued)

- The next set of fields are for your security questions. Security questions are questions that only you know the answers to
- This feature assists you if your USDA accounts become inaccessible
- It also ensures that your account is more secure from social engineering
- You can review and change your questions once you are logged into your eAuth account

Please select and answer four distinct questions from the selections below. This information will be used to assist you in using our eAuthentication Self Service options and various other services.

The Security Questions and Answers that you provide may be the ONLY method available to validate your identity if your USDA accounts become inaccessible. Please select Questions and Answers that are easily memorable to you and hard for anyone else to guess. Each question may only be used once. For additional assistance, click the [?](#) above.

1\*

2\*

3\*

4\*

Continue



# Level 1: Step 2 - Account Verification

- This screen allows you to verify that your information is accurate before creating your account
- If there is any field that requires correction, please press the **“Edit”** button to return to the previous screen and make the correction
- If everything is correct, press the **“Submit”** button

## Step 2 of 4 - Level 1 Access Account Verification

If this information is incorrect, please click the **Edit** button. If the information is correct, please continue by clicking the submit button.

### Verify User Information

**User ID:** johndoerawks

**Name:** John Doe

**Email:** TESTEXAMPLE1102@gmail.com

### Verify Security Questions & Answers

**Q: In what city/town did your mother and father meet**  
A: Toledo

**Q: What time of the day were you born (hhmm)**  
A: 0745

**Q: Who is your childhood sports hero**  
A: George Custer

**Q: What was the make of your first vehicle**  
A: Model T Ford

Edit

Submit

# Level 1: Steps 3 & 4 – Account Activation

- If you have registered with a valid email address, you should receive a confirmation email within a few minutes. The email contains a link to activate your new eAuthentication account
  - **Important:** Please click on the link to activate your account
- If you have not received the confirmation email within 24 hours, please check your spam or junk folder
- For additional assistance contact the eAuthentication Help Desk at 800-457-3642 (Option 1) or [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)

# Level 2: Self-Registration Process

The Level 2 self-registration process is very similar to the Level 1 process, except that you will need to have your identity verified.

To obtain a Level 2 USDA eAuthentication account, go to:

<https://identitymanager.eems.usda.gov/registration/selfRegistrationForm.aspx?level=2>

The five (5) steps to self-register are:

1. STEP 1: Account Registration
2. STEP 2: Account Verification
3. STEP 3: Confirmation Email with Online Identity Verification/LRA Instructions
4. STEP 4: Account Activation
5. STEP 5: Identity Verification using one of two options:
  1. Online Self-Service
  2. In-Person Identity Verification with an LRA

# Level 2: Step 1- Account Registration

- Required fields are marked in red with an asterisk \*
- The first set of fields require your name, physical address, valid email address, User ID, and password
  - Please match your name with your valid government-issued photo ID
  - The User ID will populate with a suggestion based on your email address. You can change it if you have a different preference
- You can click on the ? box to the right of the fields for questions

You are here: [eAuthentication](#) > [Account Creation](#) > [Account Request Form](#)

## Register for Your Account - Level 2

Form Approved OMB No. 0503-0014

### Step 1 of 5 - Level 2 Access Account Registration

USDA customers should complete the information below to create a USDA eAuthentication account. Please read the [eAuthentication Privacy Act Statement](#) and [Public Burden Statement](#) for more information on how your personal information will be protected.

All required fields are **red** and marked by an asterisk (i.e. \*). Enter your first and last name exactly as it appears on your Government issued photo ID (e.g. state driver's license).

Note: The characters < > ^ : | are not allowed on this form (the character : is allowed for password only).

#### User Information



**Required Field\***

First Name*	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name*	<input type="text"/>
Address*	<input type="text"/>
City*	<input type="text"/>
State*	<input type="text" value="Select..."/>
Zip/Postal Code*	<input type="text"/>
Country*	<input type="text" value="United States"/>
Birth Date*	<input type="text"/>

#### Contact Information



Home Phone	<input type="text"/>
Email*	<input type="text"/>
Confirm Email*	<input type="text"/>

#### Login Information



User ID*	<input type="text"/>
Password*	<input type="password"/>
Confirm Password*	<input type="password"/>

# Level 2: Step 1 (Continued)

- The next set of fields are for your security questions. Security questions are questions that only you know the answers to
- This feature assists you if your USDA accounts become inaccessible
- It also ensures that your account is more secure from social engineering
- You can review and change your questions once you are logged into your eAuth account

Please select and answer four distinct questions from the selections below. This information will be used to assist you in using our eAuthentication Self Service options and various other services.

The Security Questions and Answers that you provide may be the ONLY method available to validate your identity if your USDA accounts become inaccessible. Please select Questions and Answers that are easily memorable to you and hard for anyone else to guess. Each question may only be used once. For additional assistance, click the [?](#) above.

1\*

2\*

3\*

4\*

Continue

# Level 2: Step 2 – Account Verification

- This screen allows you to verify that your information is accurate before creating your account
- If there is any field that requires correction, please press the "Edit" button to return to the previous screen and make the correction
- If everything is correct, press the "Submit" button

You are here: [eAuthentication](#) > [Account Creation](#) > Account Request Confirmation

## Create an eAuthentication Account

### Step 2 of 4 - Level 2 Access Account Verification

If this information is incorrect, please click the [edit](#) button. If the information is correct, please continue by clicking the submit button.

#### Verify User Information

**User ID:** jontester@loony.com

**Name:** Jon Tester

**Address:** 1600 Pennsylvania Ave  
Fort Collins, CO  
80524  
US

**Birth Date:** 12/15/1975

#### Verify Contact Information

**Phone:** 555-555-5555

**Email:** jontester@loony.com

#### Verify Security Questions & Answers

**Q: Where were you New Year's 2000 (use specific location, not something like Home)**

A: 10th floor Hilton room 1045

**Q: What is the first name of your first manager**

A: William Tell

**Q: What was the make of your first vehicle**

A: 1967 Shelby GT500

**Q: What is the first international city/town you traveled to**

A: Paris

Edit

Submit

# Level 2: Step 3 – Activation Email Instructions

- If you have registered with a valid email address, you should receive a confirmation email within a few minutes
- **Important:** Please click on the link to activate your account
- If you have not received an email within 24 hours, please check your spam or junk folder
- Please also log into your profile and re-confirm your name and date of birth matches your photo id

\*\*\* Please do not reply to this email. For assistance see below \*\*\*

## Step 4 of 5 - Instructions to Activate Your USDA Account with Level 2 Access

Congratulations QATesterOIDP1, you have successfully created a USDA eAuthentication account.

Before you can use your account with Level 2 access you must do the following:

1. Click **ACTIVATE MY ACCOUNT**
2. When you have activated your account, you will be prompted to select one of the following options to verify your identity:
  - Option 1: Online Self-Service (Recommended) - Selecting this option will take you to the USDA online Identity verification application
  - Option 2: In-person Identity Verification - For in-person identity verification, you will need to present a government issued photo ID (e.g. state-issued driver's license) to a Local Registration Authority (LRA). Most LRAs are located at a USDA Service Center office.

The User ID you created is: QATesterOIDP1

The email address you provided is: [Joetest@us.og](mailto:Joetest@us.og)

**Please retain this information for future reference.**

If you need further assistance, please contact the eAuthentication Help Desk at [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov) or call 800-457-3642 (Option 1).

Please include the following information in your request:

- Your first and last name
- Your eAuthentication User ID
- The URL (web address) of the website or application you were attempting to access
- The text of any error messages and a detailed description of the problem

If you have trouble accessing your activation link above, please copy and paste the following URL into your browser address bar:

<https://www.cert.eauth.usda.gov/registration/selfRegistrationActivation.aspx?ID=D63A586956C641DF9843FB47DA040A9C>

Thank You,

-- The USDA eAuthentication Team

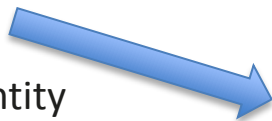
# Level 2: Step 4 and 5 - Account Activated

After clicking on the “**Activate My Account**” link in the email. Your account will be activated and you will be directed to a web site instructing you to complete the Identity Verification Process

In Step 5 you have two options to complete the Identity Verification:

**Option 1: Online Self-Service**

**Option 2: In-Person Identity Verification with an LRA**



## Create an eAuthentication Account

### Step 4 of 5 - Account Activated

Your account has been activated with Level 1 Access. Please wait 20 minutes from the time of activation before using the account.

#### eAuthentication Account Information:

**User ID:** zmuppet

**Email:** zmuppet@email.com

### Additional Information

For additional information regarding your eAuthentication account, please review our Frequently Asked Questions.

- Click [here](#) to review our Frequently Asked Questions.

### Step 5 of 5 - Identity Verification

To verify your identity for Level 2 Assurance, please select one of the following options:

**Option 1 : Online Self-Service (Recommended)** – Clicking this link will take you to the USDA online identity verification application.  
**Option 2 :** Take your government-issued photo ID (e.g. state-issued driver's license) and present it in person to a Local Registration Authority (LRA). Most LRAs are located at a USDA Service Center office. To find the nearest USDA Service Center office, go to [Find an LRA](#)

Please call the telephone number listed for the Service Center to make an appointment before your visit. Also, you must bring at least one form of identification with you to complete your registration.

If you cannot find an LRA, contact the eAuthentication Help Desk:

**email:** [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)

**Phone:** 800-457-3642 (Option 1)



# Level 2: Step 5 Instructions

You should also receive an ***upgrade request confirmation*** email with instructions on completing the Identity Verification

**\*\*\* Please do not reply to this email. For assistance see below \*\*\***

## External Account Activation Successful

Congratulations Marty.Clark10, you have successfully activated your USDA eAuthentication account.

**You may need to wait up to 10 minutes from the receipt of this email before you can use this account to access eAuthentication-protected applications.**

Please remember that you must verify your identity before you can use your account to access applications requiring Level 2 assurance. If you have not completed this step, please select one of the following options:

[Option 1: Online Self-Service \(Recommended\)](#) - Clicking this link will take you to the USDA online identity verification application

Option 2: In-person Identity Verification - For in-person identity verification, you will need to present a government issued photo ID (e.g. state-issued driver's license) to a Local Registration Authority (LRA). Most LRAs are located at a USDA Service Center office. To find the nearest USDA Service Center office, go to <http://offices.sc.egov.usda.gov/locator/app?type=lra>.

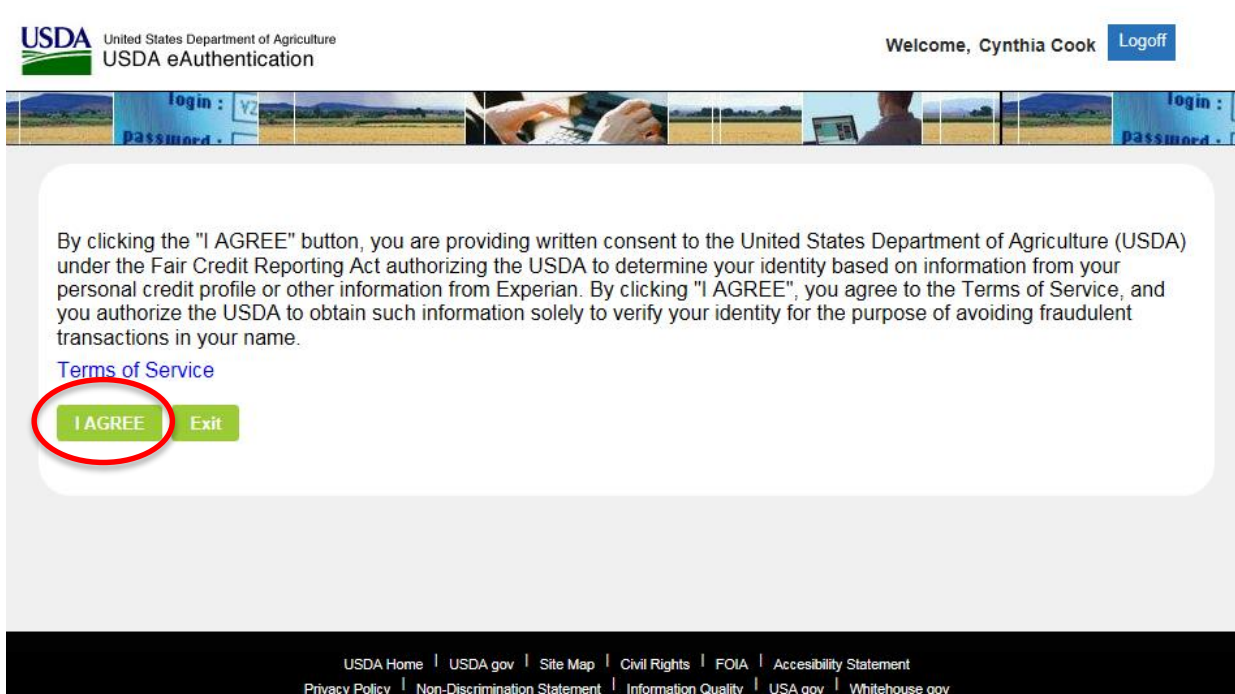
**We recommend that you call ahead to ensure that an employee trained as a USDA LRA will be available when you plan to visit the Service Center.**

For additional information, click [here](#) to review our Frequently Asked Questions, or for information regarding eAuthentication applications, click [here](#) to review our Contact Us page.

Thank You,  
-- The USDA eAuthentication Team

# Level 2: Using the Online Self-Service Identity Verification Service

After selecting **Option 1** you must agree to the Terms of Service before you can begin the online identity verification process. Click on ***"I Agree"*** to proceed



USDA United States Department of Agriculture  
USDA eAuthentication

Welcome, Cynthia Cook [Logout](#)

login : VZ  
Password :

By clicking the "I AGREE" button, you are providing written consent to the United States Department of Agriculture (USDA) under the Fair Credit Reporting Act authorizing the USDA to determine your identity based on information from your personal credit profile or other information from Experian. By clicking "I AGREE", you agree to the Terms of Service, and you authorize the USDA to obtain such information solely to verify your identity for the purpose of avoiding fraudulent transactions in your name.


[Terms of Service](#)

**I AGREE** [Exit](#)

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Privacy Policy | Non-Discrimination Statement | Information Quality | USA.gov | Whitehouse.gov


# Level 2: Using the Online Self-Service Identity Verification Service (Continued)

Verify your profile data . If data is correct, you must input your SSN and click on submit to begin the process



United States Department of Agriculture  
USDA eAuthentication

Welcome, Cynthia Cook [Logoff](#)



## Step 1 - Validate Identity

### Verify eAuthentication Profile Data

Please verify that the information below is correct before clicking Submit. If you need to correct your information, [click here](#) to update your eAuthentication profile. Once you have updated your profile, please return to this page to complete the identity verification process.

First Name: <b>Cynthia</b>	Last Name: <b>Cook</b>
Address: <b>140 MYRTLE TREE RD</b>	City: <b>SOUTH CHARLESTON</b>
State: <b>WV</b>	Country: <b>US</b>
Zipcode: <b>253098330</b>	Birth Date: <b>5/12/1954</b>
Email: <b>cynthia.cook@icam.usda.gov</b>	

To start the process you must enter your complete 9-digit Social Security Number (SSN) without spaces or dashes. For example: 123456689. Once you have entered your SSN, click the "Submit" button to continue.

Social Security Number(SSN)★

[Submit](#)

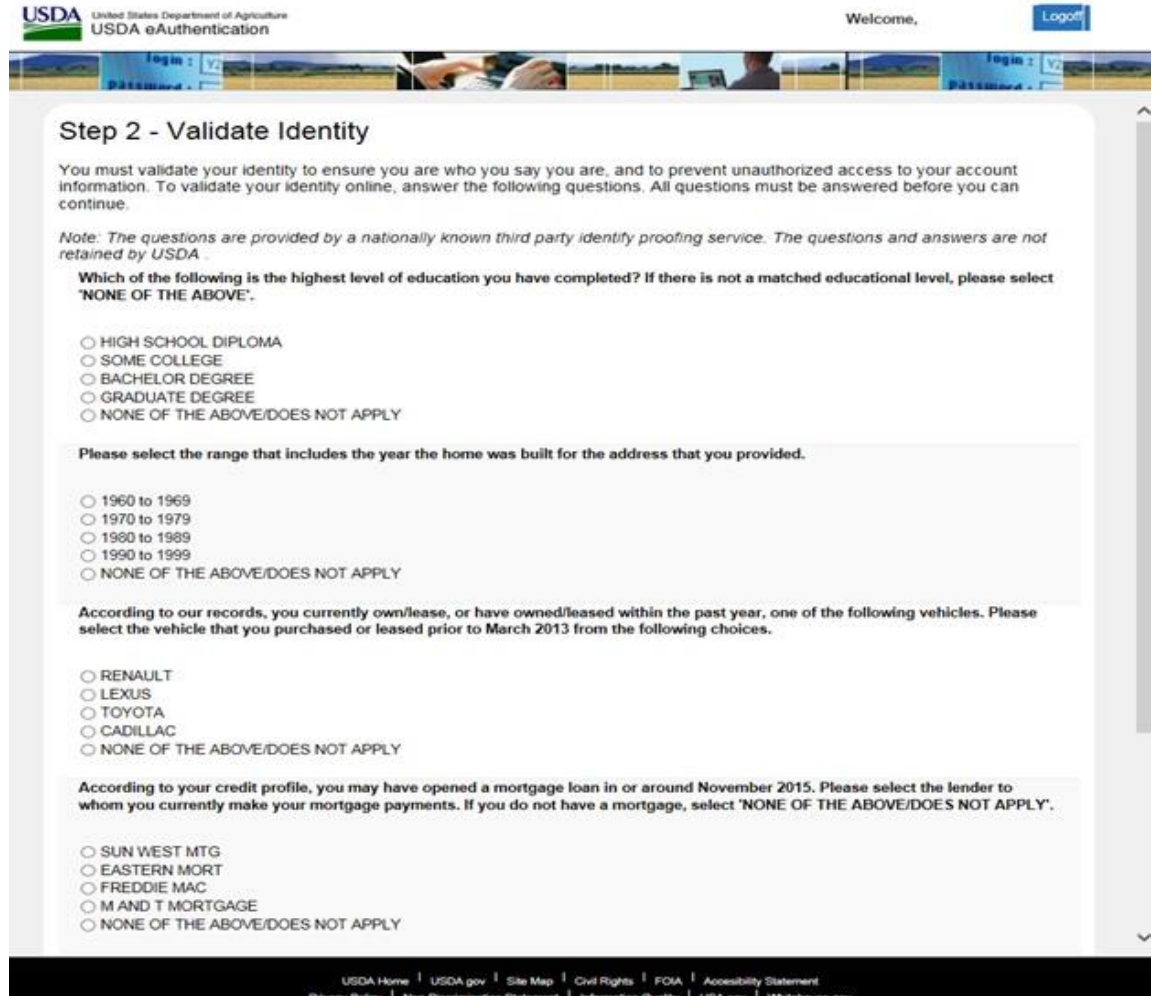
*Note - Your SSN is used as a temporary part of the online identity validation process. The AAA application does not store or uses your SSN beyond the validation of identity.*

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Privacy Policy | Non-Discrimination Statement | Information Quality | USA.gov | Whitehouse.gov

# Level 2: Using the Online Self-Service Identity Verification Service (Continued)

If Experian has enough data in their system, a 5 question quiz will be generated.

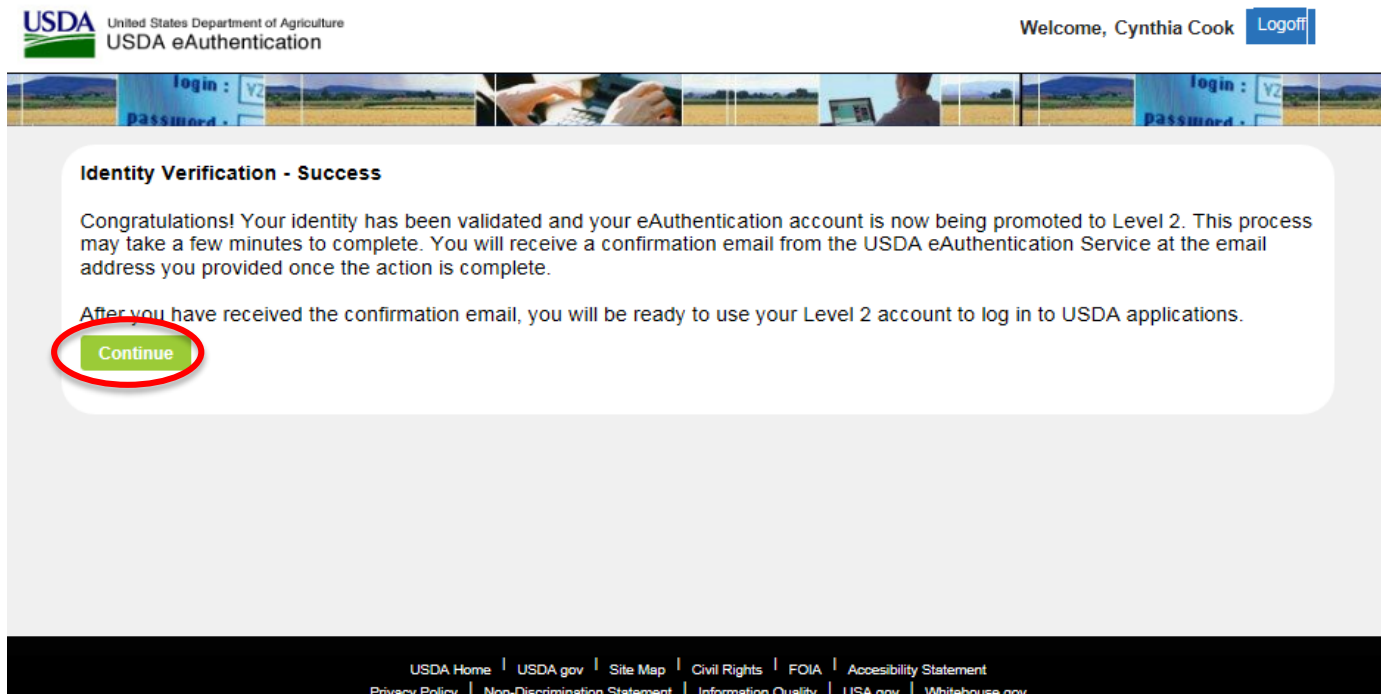
You ***must*** answer all questions before clicking submit



The screenshot shows the USDA eAuthentication interface. At the top, there is a header with the USDA logo, the text "United States Department of Agriculture" and "USDA eAuthentication", a "Welcome," message, and a "Logout" button. Below the header is a navigation bar with "Login" and "Password" links. The main content area is titled "Step 2 - Validate Identity" and contains the following text: "You must validate your identity to ensure you are who you say you are, and to prevent unauthorized access to your account information. To validate your identity online, answer the following questions. All questions must be answered before you can continue." Below this is a note: "Note: The questions are provided by a nationally known third party identity proofing service. The questions and answers are not retained by USDA." The first question is: "Which of the following is the highest level of education you have completed? If there is not a matched educational level, please select 'NONE OF THE ABOVE'." The options are: ☐ HIGH SCHOOL DIPLOMA, ☐ SOME COLLEGE, ☐ BACHELOR DEGREE, ☐ GRADUATE DEGREE, and ☐ NONE OF THE ABOVE/DOES NOT APPLY. The second question is: "Please select the range that includes the year the home was built for the address that you provided." The options are: ☐ 1960 to 1969, ☐ 1970 to 1979, ☐ 1980 to 1989, ☐ 1990 to 1999, and ☐ NONE OF THE ABOVE/DOES NOT APPLY. The third question is: "According to our records, you currently own/lease, or have owned/leased within the past year, one of the following vehicles. Please select the vehicle that you purchased or leased prior to March 2013 from the following choices." The options are: ☐ RENAULT, ☐ LEXUS, ☐ TOYOTA, ☐ CADILLAC, and ☐ NONE OF THE ABOVE/DOES NOT APPLY. The fourth question is: "According to your credit profile, you may have opened a mortgage loan in or around November 2015. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'." The options are: ☐ SUN WEST MTG, ☐ EASTERN MORT, ☐ FREDDIE MAC, ☐ M AND T MORTGAGE, and ☐ NONE OF THE ABOVE/DOES NOT APPLY. At the bottom of the page is a footer with links: "USDA Home", "USDA.gov", "Site Map", "Civil Rights", "FOIA", "Accessibility Statement", "Privacy Policy", "Non-Discrimination Statement", "Information Quality", "USIA.gov", and "Whitehouse.gov".

# Level 2: Using the Online Self-Service Identity Verification Service (Continued)

If you successfully complete the quiz, your account will be elevated to Level 2 assurance and the confirmation email will be sent. Click on “continue” to complete the process.



# Level 2: Visit an LRA

If the Online Identity Verification fails, you will need to use the In-Person Identity Verification process and visit a Local Registration Authority (LRA) for identity verification.

- **Please bring a valid government-issued photo ID. Valid IDs are:**
  - Driver's License issued by a USA state or Canadian province
  - Photo ID card issued by a USA State or Canadian province
  - US Military or US Federal Government PIV/CAC (Smart) identification card (DoD, DoS, DHS, NDU, etc.)
  - Valid passport issued by any country listed on the U.S. Department of State website.



# Level 2: Step 4 – Visit an LRA (continued)

- To locate an LRA, please visit <http://offices.sc.egov.usda.gov/locator/app?type=lra>
- ***Note: Please call ahead for an appointment to ensure the LRA is available.***



# Contact the Help Desk

If you experience any issues with self-registration or have eAuthentication-related questions, please contact the eAuthentication Help Desk for assistance:

- 1-800-457-3642 (Option 1)
- [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)